



Defense Logistics Agency



Innovators in Document Automation



Agenda

Introduction

Organization/Vision

**Integrated Product Data
eSolutions**

**Customer Relationship
Management**

Wrap-up



Document Automation & Production Service

Business Profile

Worldwide Enterprise

- 280 Locations / 15 Countries / 1,700 Employees
- 4K+ Cust. Acc'ts / 3M Orders / 14B+ Pages
- \$380M Annual Sales
- 50% Outsourced, Over 700 Staff



Mission

The DAPS provides *document automation services* world-wide in support of America's Armed Forces, encompassing electronic conversion, retrieval, output, and distribution of digital and hardcopy information.

DoD Directive 5330.3

Best Business Practices

- Working Capital Fund - 50 Years
- Activity Based Cost Management
- 1st CFO Accounting System
- First DoD IMPAC Card Merchant



Organization/Vision





Vision / Direction

Director, DAPS

Deputy Director, DAPS

Policy / Strategy

Corporate Business Development

Corporate Resources Mgt

Western Region

Eastern Region

Corporate Business Management

Corporate IT Services

DAPS Office Director

Executive Team

Implementation

Regions

Western Region
• DAPS Pacific

Eastern Region
• DAPS

15 Offices
262 Centers

Headquarters

Business Development
Business Management
IT Services
Resource Mgt

Support

National Account Executives

Employee Communications Team

Information Technology Team

Marketing Team

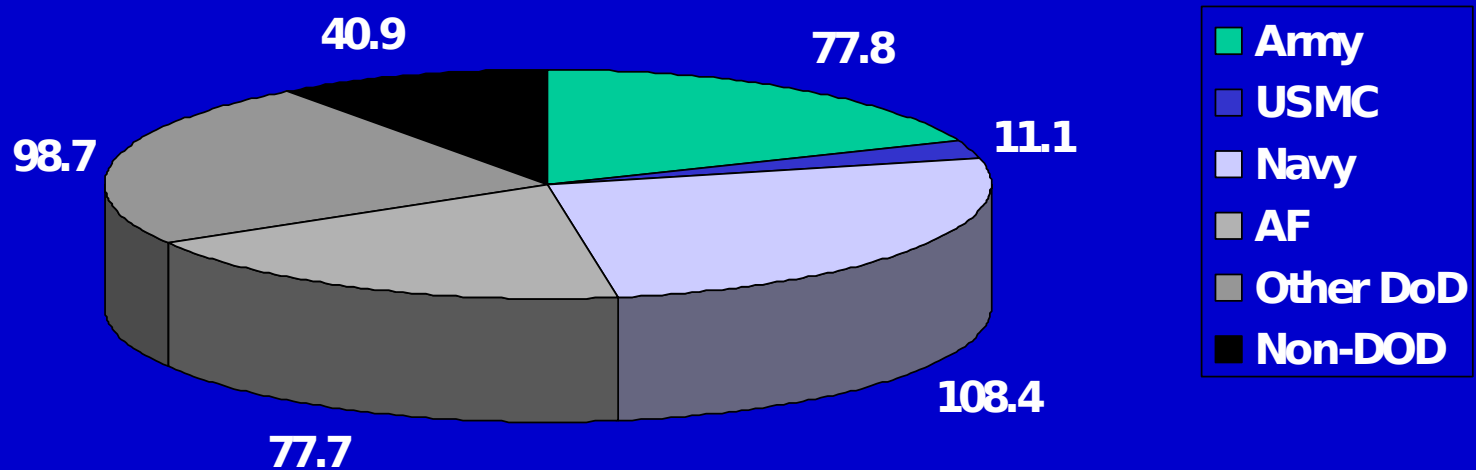
Automation Learning Center

Leadership Board



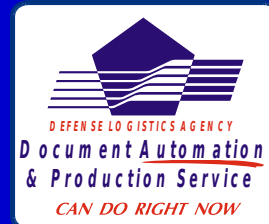
Projected Sales By Customer

***FY 2001 Projected Sales
\$414.6 Million***



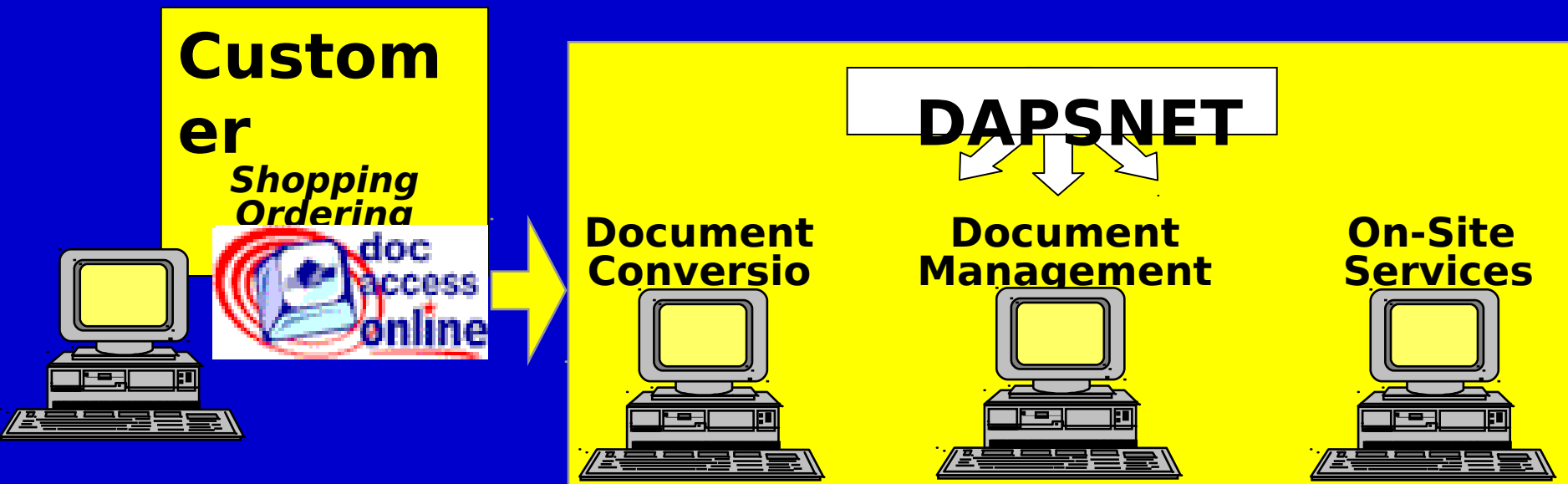
Numbers Shown in \$ Ms

**DAPS is a Working Capital Fund
Expenses are Reimbursed from Customer Fees**



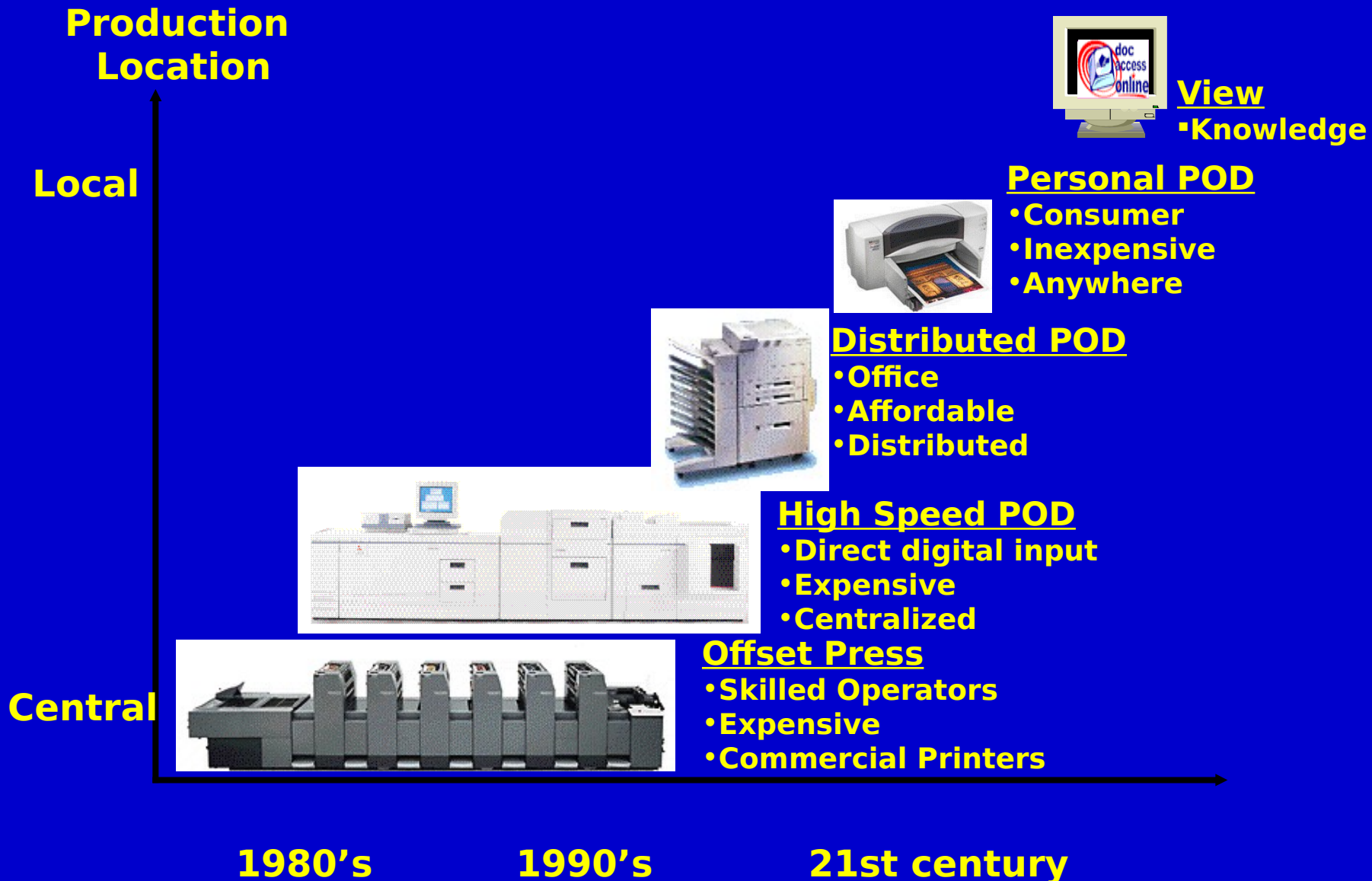
DAPS Vision

DAPS is the Recognized Leader in Document Automation, Document Management and Document Access and the Customer Preferred Provider of Best Value Digital and Hardcopy Information Products and Services



DAPS at the

Documents are Moving Closer to End Users





Portfolio of Services



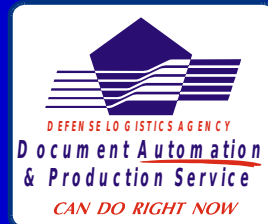
- **Document Automation Consultation**
- **Document Automation**
 - **Document Conversion**
 - **Digital Document Management - Digital Warehousing**
 - **Web Services**
- **Cost Per Copy Equipment Mgt Services**
 - **Copiers**
 - **Multifunctional Devices (MFDs)**
- **Electronic Output On-Demand**
- **Drawings / Microfilm / Distribution**
- **Traditional Offset Printing for Stock**
- **Combat Contingency / Mobilization Support**



One Stop Shopping - From the Desktop



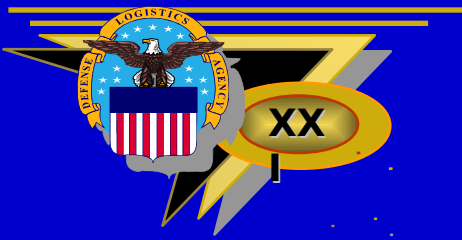
DAPS Role As Document Conversion



- ✓ **Service Agent to Armed Forces**
- ✓ **Conversion/Output Technology**
- ✓ **In-house/Contractor Resources**
- ✓ **Public and Private Partnership Agreements**
- ✓ **Capital Investment...we make**
- ✓ **Investment in Systems & People**
- ✓ **Large Conversion Services Contract**
- ✓ **Fixed Unit Rates for Services**
 - ✓ **Consolidated Reqmts = Low Unit Cost**

**Easy, Quick
Access to
services**

**75M+
pages/image
s converted
since 1990**



Portfolio of Conversion Services

- **Document Input/Output Formats Include:**
 - Raster
 - From and to Microfiche & Apertis
 - TIFF
 - SGML/HTML/XML/PDF
- **Digital to Digital Conversion**
 - PDF/SGML/TIFF/HTML/XML/Raster
 - Sysout
 - CD-ROM
 - Pre-master and Replication of CD-ROMs
- **Data Entry/Rekeying (low cost alternative for poor-quality originals)**

**One Stop
Conversion
Service
Provider**



DAPS Integrated Product Data eSolutions



Electronic Document Access



Acquisition Streamlining and
Standardization Information
System



Procurement
Gateway



Technical Manual Publish-On-
Demand System



The Navy Forms - Extensive
Collection of Cognizance II
Forms



Navy Electronic Directives
System



Phantom Clerk

DAPS Delivered Solutions!



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Electronic Document Access

Paper-free Bill Paying

A Collaboration Among
JECPO, DFAS, DISA and DAPS



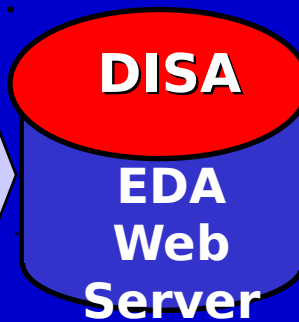
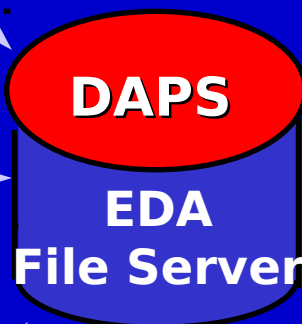
Contracts
& Mods



Vouchers



GBLs



Internet

**DFAS
Bill
Payers**

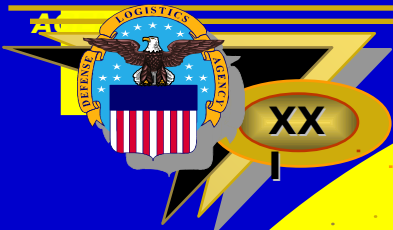
**Contract
S
Manager
S**

Supports ALL Major DoD Procurement Systems

- 22 Procurement / GBL / Voucher Systems
- 485 Procurement and DFAS Offices
- 1.7M Pages Processed Monthly

eda.ogden.disa.mil





INTERNET | WEB

PREPARING
ACTIVITIES

FTP

MIL SPECS/STDs

MIL HBKs

CIDs

FED SPECS

QPLs

NGSs & DIDs

DIGITAL
DOCUMENT
LIBRARY

MAINTENANCE
& ADMIN

DODISS

SD-1

SD-4

AMSDL

MIL QUEST

DOCUMENT
INDEX
MANAGEMENT
&
RESEARCH
DATA



MAIL
OUTPUT

Shopping Wizard
ORDER ENTRY

PHONE / FAX

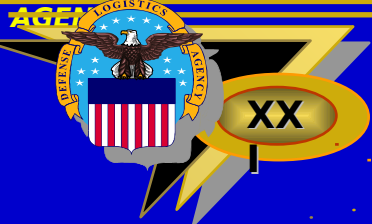
END USERS

VIEW/ORDER/OUTPUT

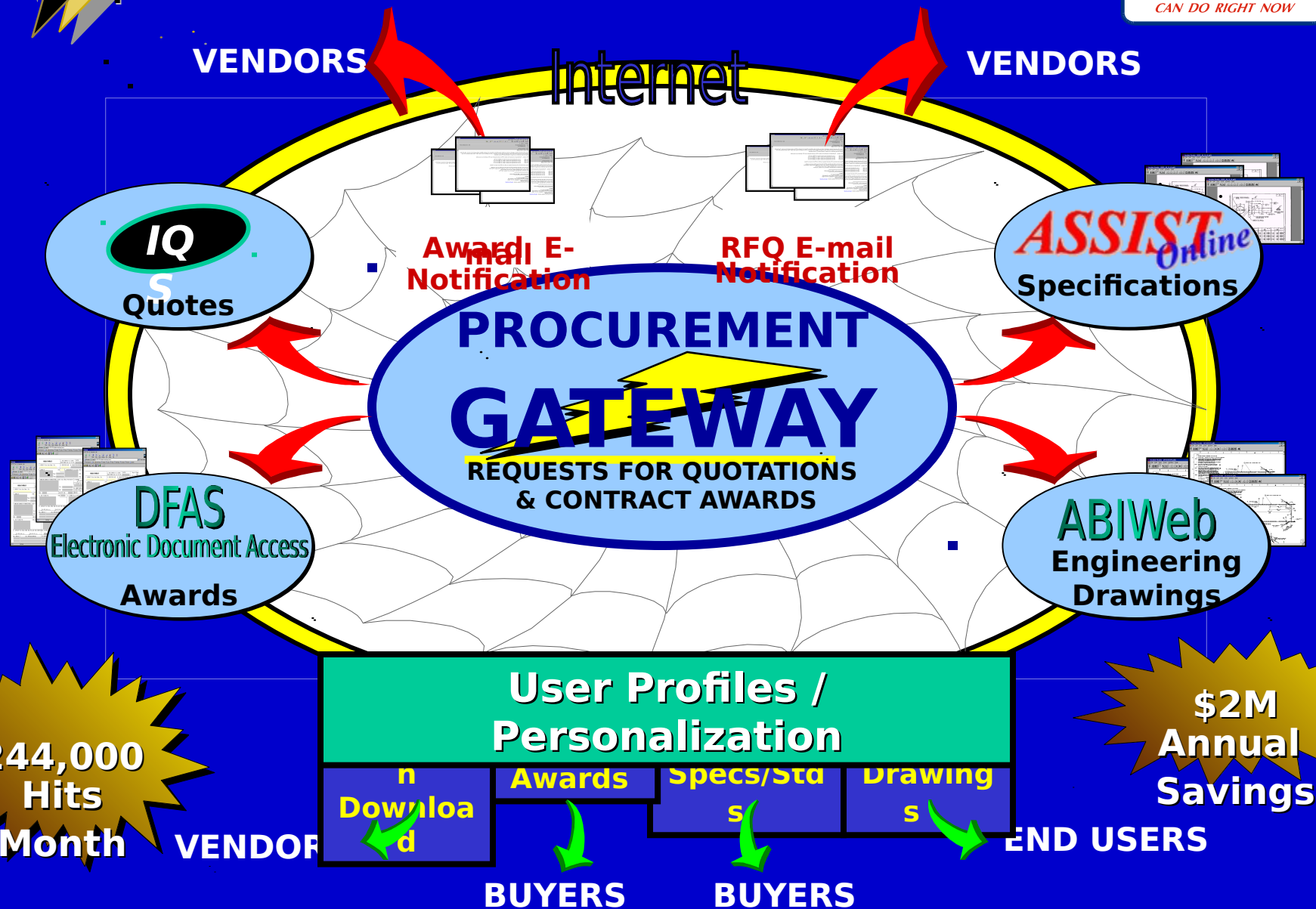
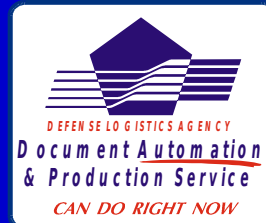
\$1M Annual
Savings

150,000 Hits
Month

<http://www.dodssp.daps.mil>



Procurement Gateway - Architecture





**\$2.3M
Annual
Savings**

Customer: US Navy

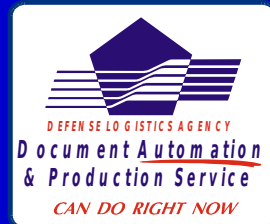
Digital Warehousing - Benefits

- **70K+ Active TM Line Items**
- **Reduced Warehouse Space**
- **Reduced Manpower**
- **Reduced Distribution Costs**
- **On-line Updates**
- **Eliminates Shelf Stock**
- **Distributed Print Capability**

**8,000
Requisition
Per
Month**



Navy Electronic Directive System (NEDS)



Customer: OPNAV/SECNAV

- **Collection of Over 1,700 OPNAV and SECNAV Instructions, Notices and Forms**
- **Portable Document Format (PDF)**
- **Web-Based - Documents Can Be Viewed, Downloaded and Printed Locally As Needed**
- **Quarterly CD-ROM Set (5-disks), Issued to All Addressees on the Standard Navy Distribution List (SNDL)**

**800 Hits a
Day**



**\$1M Annual
Savings**



Navy Logistics Library Print-on- Demand (PODs)



Customer: US Navy Supply Command

Navy Document Warehousing

- **Automated Warehousing Procedures**
 - receipt, store, and issuance of Navy documents
 - Legacy hard copy documents converted to digital format
- **Interface with JCALS workflow management**
- **Supports Fleet and Ashore Activities**
- **Eliminates Warehouse Space**
- **Reduced Manpower/Distribution Cost**
- **On-line Updates**
- **Distributed Print Capability**
- **Just-in-time bulk printing**

**\$5M FY01
Savings**



Phantom Clerk



Phantom CLERK

Corps Library of Electronic Record Keeping



Customer - Army FORSCOM DAPS Provides:



280 Hits
Per Month

- Conversion of Local Forms and Publications to an Active Repository (Available on the Web Page)

- Over 900 Publications

- 564 Smart Forms

- Publications and Forms are:

- Viewed Online, Estimated \$1.1 M Annual Savings

\$1.1 M
Annual
Savings



SHIPBOARD MULTIPURPOSE COPIER PROGRAM (SMCP)

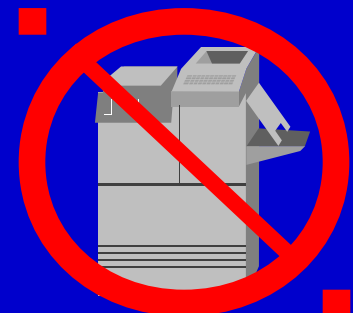
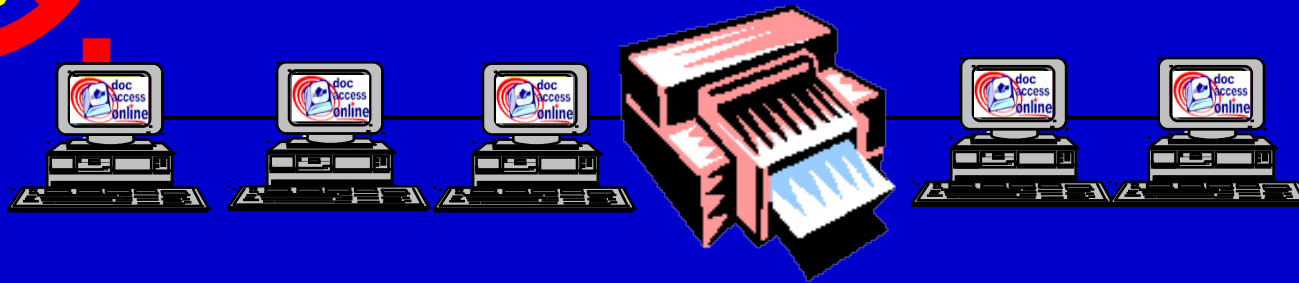


- Fleet Support, MSC, Fleet Marine Afloat
Elements and other Federal Gov't
- Deployable Units
- Estimated \$68.3M
- Worldwide Support
- Base Year and Four Options
- Maintenance Contract \$25M - \$30M

Multifunctional Devices

Multifunctional Devices (MFDs)

- **Copier, Fax, Scanner, PC Printer**



- **Blanket Purchase Agreements (BPAs) Against FSS Schedules**
- **Additional Terms and Conditions**
- **18%-35% Lower than FSS**





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Customer Relationship

- Navy
- Marine Corps
- Army
- Air Force
- OSD
- Defense Agencies
- White House
- GSA
- Civilian Agencies

**PROUD TO SERVE
THE MOST
DEMANDING
CUSTOMERS
IN THE WORLD**

Customer Relationship Management



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Changing Customer

Decisions Shifts To Desktop

Quick Copy

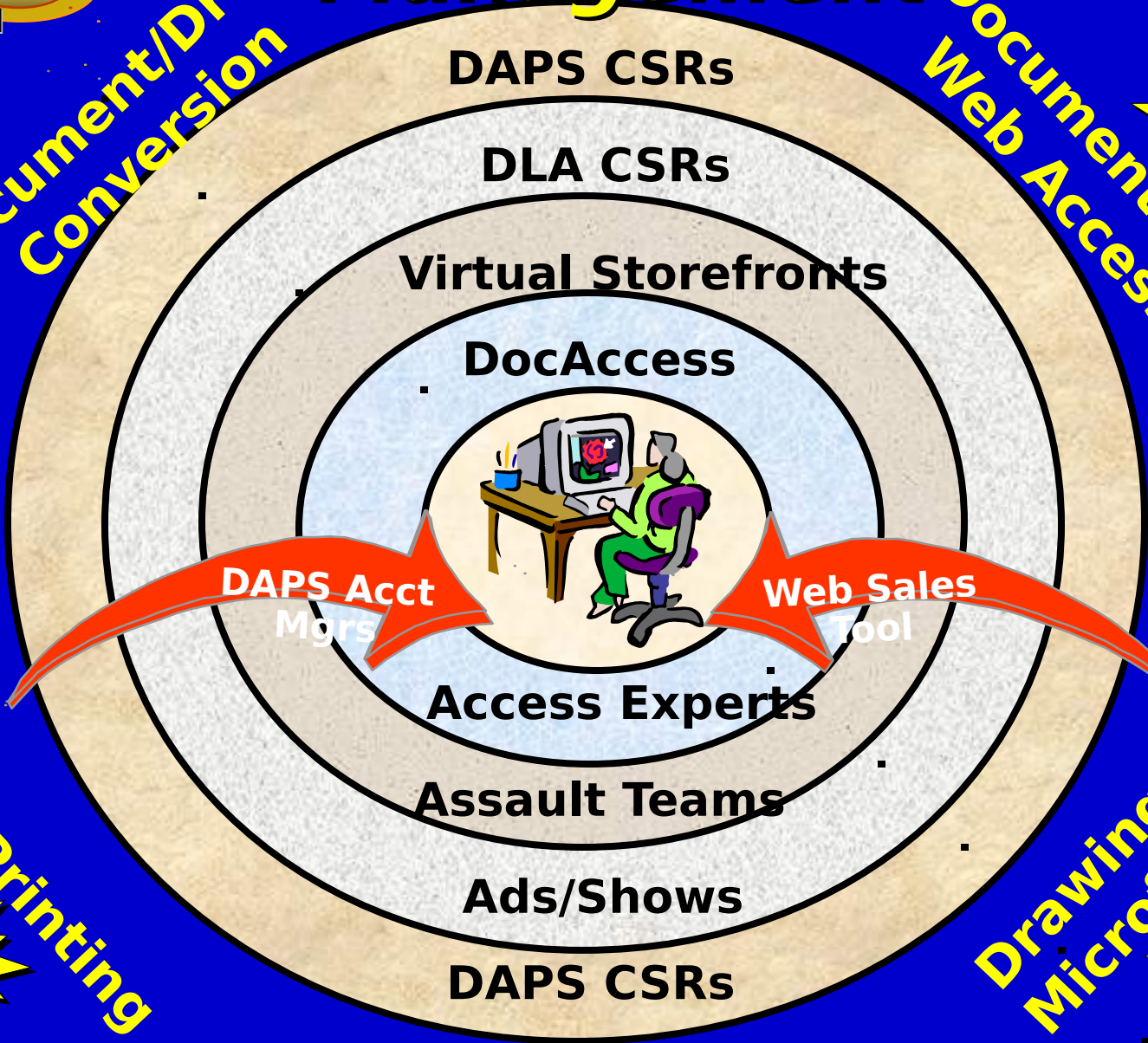
Copiers/MFDs

6 Month Technology Recycle

Printing

Drawings Microfilm

Culture Change





Why DAPS?

- ✓ Multiple Information Products From Digital
- ✓ Fixed, Annual, Worldwide Unit Price
- ✓ Convenient, Accessible, Easy to Use
- ✓ Streamlined Resources
- ✓ Consolidated Procurement
- ✓ Technical Expertise
- ✓ Business Improvement Alternatives
- ✓ Uniform Implementation
- ✓ Worldwide Mobilization/Contingency Support

***Added
Value!***

Response to the Customer



Support for Government Reform



- DAPS is an NPR Reinvention Lab
- DAPS Has Won TEN Hammer Award
- DAPS Contributes to Paper-Free Contracting #2)



- DAPS Eliminates Bulk Printing and Distribution of Publications Through Digital Warehouse

"The Best Kept Secrets In Government: A Report to President Bill Clinton" by Vice President Al Gore, September 1996, page 81

(DLA Report for 1997)

DAPS Delivers Information Products Through:

- Print on Demand
- CD-ROM
- Electronic Access / On-Line Viewing





Partnering Agreement

- DAPS "Best Value" commitment to the timely delivery of a quality product at a competitive price.
- DAPS commitment to satisfy all Printing Requirements and Document Automation needs.
- DAPS commitment to augment support services during emergency situations.

- DAPS commitment to benchmark



Wrap Up?

✓ Questions....

- ✓ What are RIC major engagements/concerns in ebusiness solutions...document management/records management?***
- ✓ How can DAPS support RIC initiatives?***
- ✓ Would RIC participate in a DAPS Customer Focus Group discussion?***

✓ Next Steps...

Thank-you!!!!

***Added
Value!***



DEFENSE LOGISTICS AGENCY

***Document Automation
& Production Service***

CAN DO RIGHT NOW

**DAPS Help Line: 1-877-DAPS-
CAN
(1-877-327-
7226)**

**DAPS Homepage:
www.daps.mil**